



## 2.6 Fees

### Purpose of policy

Redcliffe Community Bus for Disabled and Aged Inc. (RCB) is a not-for-profit organisation, staffed primarily by volunteers and receives most of its funding from the Federal Government.

- Paid office staff are responsible for ensuring RCB remains eligible for Government funding.
- To retain funding RCB must ensure we are consistently meeting the requirements under Commonwealth Home Services Program (CHSP).

This policy sets out RCB's fees in line with the National Guide to the CHSP Client Contribution Framework, and follows the principles of transparency, fairness & sustainability, while meeting RCB requirements for reporting and providing for members who are unable to pay the requested contribution.

- RCB aims to provide RCB members with an opportunity to shop for essential items and to visit banks, pharmacies, doctors and other services at a local shopping centre on a weekly basis through RCB shopping service offered on Mondays and Wednesdays.
- RCB aims to reduce social isolation and give members an opportunity to socialize with friends.
- RCB offers good quality, well organised trips to interesting destinations including door-to-door pick up and return.

### Determining the cost to members

- Members who have been assessed as eligible by My Aged Care for CHSP are charged a rate which assists to cover the expenses of the trip. All members who can afford to contribute to the cost should do so.
- Members not eligible for federal funding, are coded as "Non-funded" and will be charged at a higher full cost recovery rate.
- In special circumstances (ie: members who for health reasons cannot participate in the supplied meal) may have their fees reduced accordingly as determined by the President or Business Manager
- Carers who travel with RCB frequently must become members of RCB and pay the member fee.
- RCB recognises that not everyone can afford RCB fees and charges. RCB also recognises that RCB shopping trips are essential for some of RCB members and in some instances may be the only opportunity a member has to obtain food.
- Provisions will be made to deal with circumstances where a member suffers from proven financial hardship to ensure such members receive the care they need.
- Members will be informed that, if they are experiencing financial hardship, they should call the office and speak with the President, the Client Services Officer or the Business Manager to discuss fee options.



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### **Trip Charges**

#### **Shopping**

We charge a standard \$5 for shopping. This is collected by the Bus Helper when the member embarks at the beginning of the trip and includes the journey from and to the member's home. If a member chooses to travel one way the cost is still \$5.

#### **Library**

We charge a standard \$5 for the Library. This is collected by the Bus Helper when the member embarks at the beginning of the trip and includes the journey from and to the member's home.

#### **Day Trips**

Charges for RCB day trips vary & are dependent on the destination. RCB endeavours to keep these costs under \$50.

Charges generally cover two-way transportation, morning tea, entry to the destination (if there is an entry charge) and lunch. This is collected by the Bus Helper when the member embarks at the beginning of the trip. When requested receipts will be issued.

On occasions we will organise trips that require bookings at a venue (such as the 'Outback Spectacular'). These trips will be pre-paid. Prepaid trips must be paid for in full by the due date advertised in the quarterly newsletter.

#### **Weekends Away**

We arrange the trip details, visits, venues and accommodation for overnight away trips. Every effort is made to accommodate members who desire the privacy of their own room and single supplements are available for an additional cost.

We take a non-refundable deposit from RCB members for these trips with the balance to be paid as advertised in the newsletter.

#### **Privacy**

In accordance with RCB Privacy Policy, any information gathered by staff in the process of collecting & reporting fees paid will only be provided to auditors or Federal Government departments for the purposes of meeting funding requirements.